GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2993
ANSWERED ON:16.03.2015
COMPLAINTS REGARDING ONLINE RESERVATIONS
Reddy Shri J.C. Divakar;Sathyabama Smt. V.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received any complaints regarding online reservation of various airlines including Air India particularly during peak season and the activities of touts in important cities during the last year and the current year;

(b) if so, the details thereof along with the action taken by the Government thereon;

(c) whether the Government has requested all its departments to buy tickets directly from Air India in order to cut down the commissions charged by various travel agents; and

(d) if so, the details thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

(a) & (b); Provision of different modes of reservation facilities including online one is a commercial aspect and is the prerogative of airlines. Government normally does not interfere in the commercial aspect of airlines. As per the prevailing regulation, all stakeholders are required to devise a proper and effective mechanism to redress passenger complaints within a stipulated timeframe. Airlines/airport operators are required to ensure that all the complaints are acknowledge immediately to the complainant and redressed at the earliest. Passenger Complaints related to `online reservation` are not included as a category of passenger complaints in the list submitted to Director General of Civil Aviation (DGCA) and hence is not monitored by DGCA/ Government.

(c) & (d) Ministry of Finance vide its OM dated 16.09.2010 has inter-alia requested to all Ministries/ Departments of Government of India for purchasing air ticket for Government officers on Official Tours/LTC to purchase the air ticket directly either from Air India Website (at Booking counters) or by utilizing services of authorized travel agents.